Connecting you with the support you need

Aetna Health Connections℠
Disease Management Program

Live your life well, even with an ongoing health condition.

We want you to know®

Aetna®

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The focus is on you —
to help you live your best life.

Support like neve

Finally … a program that focuses on you, not just your disease.

Not everyone can be perfectly healthy. But, even with an ongoing health condition, you can reach your own health goals.

Our disease management program can help you:

- Know how to get the treatment and preventive care you need
- Understand how to follow your doctor's treatment plan
- Manage your ongoing conditions well
- Make changes to reach your personal health goals
- Identify and manage your risks for other conditions

You get this program as part of your Aetna‡ health benefits or health insurance plan. There's nothing extra to pay, and participating is up to you.

Better support for a healthier you

Many health conditions often cause or appear with other conditions. Because of this, our program offers support for more than 30 medical conditions.

Our nurses and clinicians can support you even if you have more than one condition — all in one program. You'll have one person who can help you no matter how many conditions you have.

Plus, you get:

- Educational materials and online resources
- Nurse case management if you're high risk
- State-of-the-art technology that looks out for your health and safety

The program can make it easier for you to manage your conditions and live your life well.

‡Health benefits and health insurance plans are offered, underwritten or administered by: Aetna Health Inc., 151 Farmington Avenue, Hartford, CT 06156; Aetna Health of California Inc.; Aetna Health of the Carolinas Inc.; Aetna Health of Illinois Inc.; Aetna Health Insurance Company of New York; Corporate Health Insurance Company through December 31, 2007/Aetna Health Insurance Company effective January 1, 2008; and/or Aetna Life Insurance Company.

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Support for more than 30 conditions

Vascular

- Congestive heart failure
- Diabetes (adult and pediatric)
- Coronary artery disease
- Peripheral artery disease
- Hypertension
- Cerebrovascular disease/stroke
- Hyperlipidemia (high cholesterol)

Pulmonary

- Asthma (adult and pediatric)
- COPD (chronic obstructive pulmonary disease)

Orthopedic

- Osteoarthritis
- Osteoporosis
- Rheumatoid arthritis

Cancer

- General cancer
- Breast cancer
- Lung cancer
- Lymphoma/leukemia
- Prostate cancer
- Colorectal cancer

Gastrointestinal

- GERD (gastroesophageal reflux disease)
- Peptic ulcer disease
- IBD (inflammatory bowel disease), Crohn's disease and ulcerative colitis
- Chronic hepatitis

Neuro-Geriatric

- Geriatrics
- Migraine
- Seizure disorder
- Parkinsonism

Renal

- Chronic kidney disease
- End-stage renal disease

Other

- Hypercoagulable state (blood clotting)
- Sickle cell disease (adult and pediatric)
- Cystic fibrosis
- HIV (human immunodeficiency virus)
- Chronic low back pain
- Weight management

Getting started is easy

We may identify you for program participation through:

- Your doctor or self-referral
- Your request submitted through the Aetna Navigator™ member website at www.aetna.com
- Our patient management staff or systems
- Medical and pharmacy claims data

If you are an Aetna member and have one of the conditions listed, call us at 1-866-269-4500 to get started. Or, call us if you think you're at risk for one of the conditions.

The more quickly you act, the more in control you can be.

Added protection for your health

Aetna Health Connections offers more than just disease management.

We use state-of-the-art technology to help make sure you're getting the care you need.

Smart technology looks out for you

Our CareEngine® system continuously scans your health data. It also compares it with current, evidence-based guidelines of care. This means you have extra protection.

The system can:

- Identify gaps, errors, and duplications in care
- Remind you to get the preventive care you need
- Spot potentially dangerous interactions, such as two drugs that shouldn't be taken together
- Notify your treating doctor about opportunities to improve care

When you give your disease management nurse new information — like a vitamin you take or foods that you eat — he or she can add it to the CareEngine. This helps create a more complete health view and gives you added protection.

Outreach helps improve your care and your safety

If our CareEngine finds a situation that might harm you or that a more effective treatment is available, it issues a Care Consideration.

Care Considerations notify your doctor to consider:

- Stopping a treatment
- Adding a treatment
- Trying a procedure or test not yet given
- Preventive care or wellness options

An Aetna nurse may also contact you, depending on the situation.

The life you want is within your reach

With a knowledgeable team supporting you, you'll be able to manage your ongoing health conditions more easily.

We give you the information and resources you need. You decide what's best for you.

How our program can work for you

As an example, let's say you have diabetes.

- Our systems identify you as eligible for our program
- We send you a program letter
- A nurse calls to see if you want help managing your health issues

Our nurse can:

- Offer to send you information on diabetes
- Give you online resources to look into at any time
- Review the treatment plan and medications your doctor gave you
- Explain possible side effects and answer your questions
- Give you our 24-hour, toll-free disease management phone number
- Schedule a follow-up call, with your permission

After the call, the nurse sends a follow-up letter. It reminds you of points you discussed and steps you decided to take between doctor visits.

You can learn how diabetes can be controlled and what you can do to help protect yourself from future complications.

Our nurses give you helpful support. Our CareEngine looks out for problem areas or concerns. The combination gives you the chance to maintain and improve your health.

Start living your best life. Enroll in our disease management program today.

If you're not yet an Aetna member, talk to your benefits administrator. Go to www.aetna.com for more information.

Health information programs provide general health information and are not a substitute for diagnosis or treatment by a physician or other health care professional. Health benefits and health insurance plans contain exclusions and limitations. Not all services are covered. See plan documents for a complete description of benefits, exclusions, limitations and conditions of coverage. Plan features and availability may vary by location and group size and are subject to change. Information is subject to change. For more information about Aetna plans, refer to **www.aetna.com**.

Policy forms issued in Oklahoma include: HMO/OK COC-4 09/02; HMO/OK GA-3 11/01; CHI/OK GP-3 02/02; CHI/OK INSCT-4 01/02; GR-23 and/or GR-29.

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